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PATENT APPLICATION

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In Re the Application of:

) SRINIVASAN

) Serial No.: 09/433,497

) Filed: November 3, 1999

) Confirmation No.: 2641

) Atty. File No.: 1631 (42059-00970)

) For: "Intelligent Call Routing System"

) Group Art Unit: 2663

) Examiner: Ferris, Derrick W.

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CERTIFICATE OF MAILING

I HEREBY CERTIFY THAT THIS CORRESPONDENCE IS BEING DEPOSITED WITH THE UNITED STATES POSTAL SERVICE AS FIRST CLASS MAIL IN AN ENVELOPE ADDRESSED TO COMMISSIONER FOR PATENTS, P.O. BOX 1450, ALEXANDRIA, VA 22313-1450 ON FEBRUARY 17, 2004.

MARSH FISCHMANN & BREYFOGLE LLP

*Jeri Belich*  
Jeri Belich

BY: \_\_\_\_\_

**AMENDMENT AND RESPONSE**

**RECEIVED**

FEB 27 2004

Technology Center 2600

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Dear Sir:

This Amendment and Response is responsive to the Office Action mailed November 17, 2003. Enclosed is a check in the amount of \$86.00 as the fee for the additional claims presented herein. Please credit any overpayment or charge any underpayment to Deposit Account No. 50-1419.

Please amend the above-identified patent application as follows:

00000071 09433497  
02/26/2004 AWAB11  
01 FC:1201  
86.00 US

2663  
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## AMENDMENT TRANSMITTAL LETTER (Large Entity)

Applicant(s): SRINIVASAN

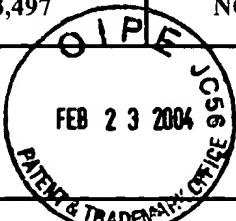
Docket No.

1631(42059-00970)

Serial No.  
09/433,497Filing Date  
NOVEMBER 3, 1999Examiner  
DERRICK W. FERRISGroup Art Unit  
2663

Invention:

"INTELLIGENT CALL ROUTING SYSTEM"

TO THE COMMISSIONER FOR PATENTS:

Transmitted herewith is an amendment in the above-identified application.

The fee has been calculated and is transmitted as shown below.

## CLAIMS AS AMENDED

	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	24 -	28 =	0	x \$18.00	\$0.00
INDEP. CLAIMS	4 -	3 =	1	x \$86.00	\$86.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$86.00

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FEB 27 2004

Technology Center 2600

- No additional fee is required for amendment.
- Please charge Deposit Account No. in the amount of
- A check in the amount of \$86.00 to cover the filing fee is enclosed.
- The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account No. 50-1419
  - Any additional filing fees required under 37 C.F.R. 1.16.
  - Any patent application processing fees under 37 CFR 1.17.

Signature

Dated: FEBRUARY 17, 2004

ROBERT G. CROUCH  
REGISTRATION NO. 34,806  
MARSH FISCHMANN & BREYFOGLE LLP  
3151 S. VAUGHN WAY #411  
AURORA, CO 80014  
720-562-5506

I certify that this document and fee is being deposited on FEB. 17, 2004 with the U.S. Postal Service as first class mail under 37 C.F.R. 1.8 and is addressed to the Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450.

Signature of Person Mailing Correspondence

TERRI BELICH

Typed or Printed Name of Person Mailing Correspondence

CC: